EXHIBIT 4

2005 Third Party Support SWAT Team

Meeting Minutes		
Meeting Date:	5/12/05	Overall Status Project Status (Red / Yellow / Green) **Yellow**

Team Members:	Role:	In Attendance
Motasim Najeeb	VP HRMS Product Development	No
Kirsten Shaw	VP Business Development Customer and Partner Programs	No
Timothy Murray	Director of Product Management	Yes
Jim Patrice	VP Product Support	Yes
Doug Morse	VP Product Support	No
Catherine Jensen	VP Product Support	Yes
Buffy Ransom/Neal Alsup	Senior Director Product Support	Yes
Brad Nolan	Senior Manager Product Support	Yes
Daryl Zacharko	VP Program Management	Yes
Lisa Jones/Julia Clary	Director Product Support	No
Andy Allbritten	Managing Director & Group VP	No
Jim Petraglia	Senior Director Support Services WW Sales	No
Rick Cummins	Director Support Services Sales	Yes
Robbin Henslee	Director of Strategy	No
Padma Hariharan	Senior Manager, Services Delivery Management	No
Elizabeth Shippy	Senior Manager Support Operations	Yes
Nancy Lyskawa	Senior Director of Support Services Marketing	No
Meeia Crossman	Senior Marketing Program Manager	Yes
Lynn Rollins	Product Marketing Director	No
Jamie Blackford	Regional Support Sales Manager	Yes
Rob Lachs	Regional Support Sales Manager	Yes

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Key Accomplishments and/or Decisions Made:
Shared status update on progress of 3ʳᵈ party SWAT team Explained Better Together program and how it differentiates from Support Sales SWAT Team Gained commitment from Rob Lachs and Brad Nolan to provide product direction to Lexmark

Open Action Items:	Assigned to:	Status:
✓ Set up follow internal call for State of Texas support renewal	Rick Cummins	complete
✓ Communications for future product direction by pillar	Najeeb Motasim	unknown
✓ Details on customers at risk to include: maintenance dollars, product version and release, account executive info to provide magnitude of current situation. (VP engagement)	Rick Cummins	On-going
✓ Sales Overlay team follow up	Rick Cummins	On-going
✓ Minutes	Elizabeth Shippy	On-going

Meeting Minutes:

Background Information:
Where are we going with this program: we've identified 50 customers at risk of moving their support business to a 3ʳᵈ party vendor (most likely TomorrowNow) totaling $16M.

- "Better Together" campaign and how SWAT team initiative fits into strategy:
Led by license sales team, target customers with JDE/PSFT and SAP or large SAP/Oracle shop
Goal of program is to beat SAP in marketplace
Strategy sheet defining action plan to beat SAP – execs review plans to ensure appropriate resources are deployed

- SWAT Program:
Directed at customers who want lower support: not seeing the value of support, internal ROI not being realized, 3ʳᵈ party vendors offering substantial discounts
Some x-over from Better Together

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- SWAT Program: Continued:

Need to have a support driven program to address these customers

Support Sales management meets weekly to discuss current activity with at risk accounts

We track customers at any maint level (not just $1M)

- Current Support Sales Strategy:

Support Sales Managers (SSMs) point out shortcomings of vendor and focus on the value we offer

SSMs determine if the threat is legitimate:
  - o Customers may just be using the threat as a negotiation tool, or
  - o Customers may have issues (product, support, consulting, etc) that need to be addressed

- Messaging GAP
  - o Customer's still do not feel that they have clear roadmap of Fusion and what that means for their product and specific release.
    - Road show a few weeks ago – helped E/E1 customers
    - Catherine Jensen stated that there are mixed messages about road to Fusion – specific to E
      - 8.8 to Fusion or 8.9 or 9.0 – still being evaluated
      - AE or SSAs log complaint (support policy) in C1 – extension of updates, upgrade path or platform certification
      - Execs to review these complaints
      - 360 view – complaint logged
    - Neal Alsup stated that E1 customers are very quiet about
    - Quest User Group scheduled in June
      - Support execs to collect feedback from customers
      - Present findings to Joel, John, others
    - Tim Murray asked about metrics: detail about customers on what releases?
      - Robbin Henslee provided report generated from C1 call volume
      - Concern that data is 'suspect' but it's the best we can do with the information we have
    - Customer communication regarding Fusion has still been limited.
      - Meeia Crossman - No updates on Fusion – no messaging
        - o Create internal sales guide - 3-5 differentiators between our support and SAP support
        - o Roll out at June Sales meeting

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- o World to Fusion messaging is still very unclear.
  - ▪ Brad: World to Fusion – execs told customers they must migrate to E1 to get to Fusion – that's not going to work – we will provide data migration but don't know method
  - ▪ World update: John Schiff recording a video on website - not so much on Fusion
    - • Announcing new release in June

- • Prepaid program for World Customers
  - o Develop a program: Discount on 3 yr agreement – locks them in (bridge to Fusion)
  - o Initally rejected so changed presentation and resubmitted
  - o Execs are now interested
  - o World customers only
  - o Track all options for E, E1, W
  - o Extend to E1/E if appropriate
  - o Looking for an answer within 2 weeks

- • Update on "At Risk" accounts currently identified.
  - o Details of customers "At Risk"
  - o 50 accounts
  - o $16M
  - o Another 8 accounts in the last week
  - o Not significant loss – 3M (won about the same)
  - o Most in negotiation
  - o Versystec targeting low end accounts, partner accounts
  - o Profile customer
  - o Still determining magnitude of situation

- • Update on State of Texas
  - o E account: PSFT/ORCL - $5M
  - o They want us to lower fees from $2.3M to $1M (TomorrowNow quoted less than $1M)
  - o Rich Rogers spoke to vision, product
  - o Questions about Repurchase – db changes
  - o Success of SWAT team involvement - garnering the appropriate resources
  - o Our VP Andy Allbritten meeting with customer today

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- Top Customer's At Risk:
  - Dole – World - $1.4M – pursuing prepay option
    - Waiting for our exec approval on prepay

  - Conagra – Enterprise - $912K
    - TomorrowNow meeting with them
      - Offered discount – 50%; 5% caps
    - We're now sitting in favorable position: 0% cap for 5 years
    - We can reduce cost of maint by reducing base employee count

  - Lexmark – World - $1.2m
    - TomorrowNow threat
    - Relationship related: ill history with ORCL
    - They say our fees are a 'scam'
    - Must reduce cost
    - Aug 1 renewal
    - SWAT – better together team involved, AE involved/deployed
    - May 28 – on schedule for credit hold
    - Will get Brad Nolan's team involved to bring product discussions into the mix to rebuild relationship

  - NCR – E - $532k
    - Want to reduce costs for years
    - Still determining threat
    - May be able to resize and reduce pricing
    - Heavy ORCL user

  - Memec – E1 - $821K
    - A lot of implementation issues: primary issue: ERP shelfware
    - Bought too much – only using Fin/AR
    - SAP/ORCL in heated sales cycle
    - Decision to move away from E1 - Drop support on most, if not all, products
    - Bought out by Abnet – large SAP shop